

Las Vegas Paperless SolutionsSM

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Partner with:



WOODFIN SUITES Implements Xerox® Distributed Scanners As First Step To Paperless Solution:

Customer Profile

Woodfin Suites is a San Diego based hotel with 18 US locations. Each location has the typical hotel industry paper flow that increases with volume and new regulatory requirements, compounded by the need to centrally report to the chain headquarters.

The Problems

Each hotel location was faced with the typical mounting paper flow problems, including retention of hotel guest data for credit card billing purposes and the new credit confidentiality requirements imposed by GBLA: Too much on-site and off-site storage space devoted to paper, extensive staff time required to retrieve items later required, potentially large costs of securing the paper files with customer credit information, and the paper, toner, copy machine maintenance, and delivery costs inherent in paper.

Woodfin Suites wants to cut its paper-handling costs: Free up wasted paper storage space, reduce the costs of information retrieval, and generally simplify and reduce the costs of storage, copying and delivery to the multiple distribution points in its system.

Application

The firm started its entry into the paperless world by selecting Xerox® DocuMate 510 scanners to capture customer folios in its accounting back office. The DocuMate 510 is a low cost scanner with ADF and flat bed capabilities, and bundled Scansoft PaperPort® image and Text Bridge OCR software. This allows the customer data to be easily imaged, stored and retrieved as necessary at a fraction of the cost of old paper system in terms of office space, staff time and hard paper costs (e.g., paper, toner, copier maintenance, and delivery costs).

The Solution And The Benefits

The initial DocuMate 510 solution has already started to reduce Woodfin Suite's customer folio storage and retrieval costs, and facilitated delivery of that information when required. It also makes security compliance for GBLA purposes much less expensive via computer access codes compared to the cost of guarding a paper file room to which many levels of persons have daily access.

The savings from, and high ROI on, these scanners demonstrates the feasibility of expanding the paperless system to other departments in each Woodfin Suite location. For example, by moving the scanner function to the front desk and implementing a front-end capture system, Woodfin Suite's would likely realize more savings. Other departments can be incrementally added to this distributed paperless system as Woodfin familiarity with imaging grows.